

W-01303A-08-0227
SW-01303A-08-0227



ORIGINAL

ARIZONA CORPORATION COMMIS
UTILITY COMPLAINT FORM

4710

Investigator: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2008 72543

Date: 10/29/2008

Complaint Description: 08A Rate Case Items - Opposed
 N/A Not Applicable

Complaint By: First: Last:
 Juan & Linda **Pena**

Account Name: Juan & Linda Pena

Home: (

Street:

Work: (000) 000-0000

City: Fort Mohave

CBR:

State: AZ Zip: 86426

is:

Utility Company. **Arizona - American Sewer Company**

Division: sewer

Contact Name: n/a

Contact Phone: n/a

Nature of Complaint:

*****MOHAVE WASTEWATER DIVISION*****

To: Arizona Corporation Commission
1200 W. Washington Street
Phoenix, AZ 85007

Arizona Corporation Commission
DOCKETED

DEC 23 2008

From: - Juan and Linda Ramirez
Fort Mohave, AZ 86426

RECEIVED
2008 DEC 23 P 3:12
AZ CORP COMMISSION
DOCKET CONTROL

DOCKETED BY

Dear Commissioner:

We have been constantly dealing with the unreasonable demand of raising monthly sewer fees by Arizona American Water Company.

When there were only a few houses in our neighborhood, Sorenson Utilities was our sewer company and they tried to raise the rates from \$29 to \$39 per month with no success.

Since Arizona American Water Company has taken over, and even though the number of houses in the area had tripled, we have had two rate increases. They first raised the rate from \$29 to \$39 per month, and then, over a year ago and without prior notice, they raised the rates again from \$39 to \$49 per month, and then mailed us the notice.

334 houses are built in Fairway Estates. Out of 585 home sites in Desert Lakes Estates, now more than 60% are built out. Los Lagos subdivision also has the same percentage of occupancy.

We are sure that other subdivisions around are using Arizona American Water Company for sewer and have a high percentage of connected services.

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Arizona American Water Company has collected sewer connection fees when we built our home. They have also charge our developer for the sewer impact fee throughout the tract.

Sewer lines in the Fort Mohave area are gravity lines and there has not been any onsite nor offsite improvements done to justify doubling our fees.

As a matter of fact, the more houses built and tied into these gravity sewer lines, the more effluent they bring to the sewer lines, henceforth, the maintenance costs should go down significantly per house.

It seems that Arizona American Water Company is planning to take advantage of the current status of the economy with no merit.

If there were one business that has not been affected by gas prices, nor other inflated items that we are currently dealing with, that would be the waste water system.

At this time when we are suffering with the rising costs of gas, food and other items, for Arizona American Water Company to try and increase rates with no merit is nothing short of a fraudulent act.

We hereby request that the Arizona Corporation Commission to review and audit this company, and lower the monthly fees back to \$39, which would still be higher then all the neighboring waste water companies around us.

We will independently and separately send our strongest objections to our State Governor's office, as well as Arizona Senators and Arizona Congressional offices.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

10/29/08 I tried to contact consumer and left a voicemail with the information that their opinion had been received and will be filed in the permanent docket for Arizona American Sewer Company. I included that the opinion will be distributed to Commissioners and Staff members. If she had any questions I left my name and telephone number to call. Closed

Filed in Docket No. W-01303A-08-0227 and SW-01303A-08-0227

End of Comments

Date Completed: 12/23/2008

Opinion No. 2008 - 72543
